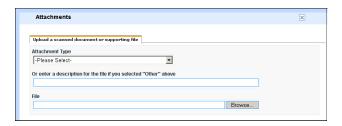
Once you have added all the items you can click on Go to next page to upload 1840/1840R. By clicking on Upload a File you now have the option to attach and save the required document(s). Once you save the attachment and close the Attachments Screen, you have completed all applicable tabs for your notice of loss/damage and can choose between Save Now and Submit Later or Submit to Claims Office at the bottom of the New Notice of Loss/Damage Screen. If you click on Submit to Claim Office you are required to read all text on the screen. If you agree with the text, click the I'm done. Send it to Claims Office button.

Step 4: Filing a Claim with the Military Claims Office

After you have submitted the Notice of Loss/Damage you have the option of filing a claim. Click on My Notices of Loss/Damage from the main menu screen and click on the notice you want to file your claim for. On the top right of the screen you can click on the button File a claim now. It will ask you to convert the notice of loss/damage into a claim. If this is what you would like to do, simply click on Yes. File a claim now.

shipment Insurance/FRV		ed help?					
		ed help?					
re 730 days from the date o							
	Note: You have 730 days from the date of incident to complete and submit this form						
	Dates		Amounts				
T LEWIS	Dt. of Incident		Amt. Claimed	\$0.00			
4							
OOL-XX-6789							
ur own words how the proj	perty was damaged	or lost					
				×			
RIVATE INSURANCE COVERS of your policy)		Υ?		C Yes C No ®			
of your correspondence)	RIVATE INSORER?			Yes No			
		REPAIRED ANY	OF YOUR	C Yes C No			
A CLAIM WITH THE CARRIE	R?			C Yes C No			
ails	Click here for I	nelp on address f	ormat				
Phone	Email						
MPA 555-555-5555	GENERAL	JONES@PCLAI	MS.GOV				
	City		State				
	Zip Code	Country -Please	Select-				
details before submitting to t	he Claims office						
	Property Details IVANTE INSURANCE COVERS IVANTE INSURE	T LEWIS Dt. of incident 2000006769 BY OWN WORTS how the property was damaged Property Details INVICE INSURANCE COVERING YOUR PROPERTY A CLAIM ADARST YOUR PRIVATE INSURER? OF your correspondence with the contract of wareful contract of the contract	T LEWIS On. of Incident On. of Incident On. of Incident Dr. of Inciden	T LEWIS Dt. of incident Amt. Claimed 000006769 ur own words how the property was damaged or lost Property Details IVANE I ROUGHANCE COVERING YOUR PROPERTY? A CLAIM AGAINST YOUR PROVATE INSURER? Of your correspondence with the carrier or weekfound 6thm.) A CLAIM WARRHOUGH FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR OF YOUR OR YOUR PROPERTY OF YOUR ACLAIM WITH THE CARRIER? ALLAIM WITH THE CARRIER? A CLAIM WITH THE CARRIER? Click here for hele on address format Primate GENERALIONES@RCLAIMS GOV CRY State Piploses GENERALIONES@RCLAIMS GOV CRY Piploses Gelect- Piploses Select-			

Enter the information in the required fields and then click on Go to next page to enter claim Items. All the items that you have added on your Notice of Loss/Damage should automatically show up now. You can navigate to the next screen: Go to next page to enter shipment details. This information, if entered in the Notice of Loss/Damage should also show up automatically. Click on Go to next page to enter insurance details. You have the option of adding any insurance or FRV (Full Replacement Value from the carrier) payments in this screen. If you have received payments please click on Add insurance/FRV Payment. If not, please click on Go to next page to upload any related files. The Attachment Screen ap-



pears. Please select the desired attachment type or enter a description for the file.

Once you have uploaded the desired attachments click the Close button. Now you have completed all applicable tabs for your claim and you can either click Save Now and Submit Later or Submit to Claim Office. If you click on Submit to Claim Office the Declaration Screen appears. Simply read the declaration on the screen, and if you agree click the Yes I Agree button to proceed. You have successfully filed your claim. If you should experience any problems while using PCLAIMS, please don't hesitate to contact us.

OJA, USAREUR Wiesbaden Legal Center

PCLAIMS

(Personnel Claims Army Information Management System)



Headquarters, US Army Europe Wiesbaden Legal Center Building 1023W, Room 223 Clay Kaserne Welcome Center

Phone: 537-0664 (DSN) 0611-143-537-0664 (CIV)

Updated: 1 December 2014

What is PCLAIMS?

PCLAIMS is a secure, web-based management tool that gives claimants the opportunity to file their notice of loss/damage or claim online from home or anywhere else. This is an easy step-by-step guide on how to use PCLAIMS.

Step 1: Getting Started

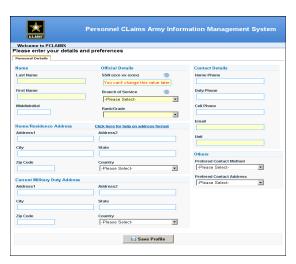
To access PCLAIMS, go to www.jagcnet5.army.mil/pclaims and log in using your CAC card or your AKO username and password. The PCLAIMS Homepage Screen appears:



The main options you have are to Create/Update Profile or to File a claim or notice of loss/damage. Once you have submitted a claim or a notice of loss/damage you can track them by clicking on View Claims or View Notice of loss/damage.

Step 2: Create/Update Profile

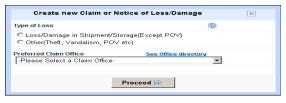
All required PCLAIMS fields are highlighted in yellow. Although other fields are optional, you are still strongly encouraged to enter data in as many fields as possible.



Once you have filled out the fields click Save Profile at the bottom of the screen. (You can edit your profile from any profile screen at a later point by clicking Edit Profile). Once you have submitted your profile the Confirm SSN Screen appears. If your SSN is correct click My SSN is correct. Continue saving; if not, you can Edit SSN. Once your profile is saved you will have three options: Submit a Claim or Notice of Loss, View all my past claims, or View all my past notice(s) of loss.

Step 3: File a notice of loss/damage

You have 70 days to file your notice of loss/damage online or at any Claims Office. Filing a notice of loss/damage <u>does not</u> mean you have filed a claim; it <u>notifies</u> the carrier of any items you discovered damaged or missing after the carrier has left your house. To submit a notice of loss, click on **File a claim or notice of loss/damage** from the PCLAIMS main menu.



Choose Loss/Damage in Shipment/Storage (Except POV) and select your Preferred Claims Office. The New Notice of Loss/Damage Screen appears:

		Status : Dra		
ew Notice of Loss/Damage				
Note: You have 70 days from the	date of deli-	very to complete and submit this form		
Claim Office FT LEWIS				
1. Shipment Details 2. Item Details 3	. Attachments	Need help?		
Shipment Details				
Origin of Shipment(City and State/Country)		Destination of Shipment(City and State/Country)		
PPGBL/Order Number	0	Pickup Date Date of Delivery		
Carrier/Contractor Details				
Code of Service	(9)	SCAC ®		
Carrier/Contractor Ref.No	· @			
	1			
Name		Phone Fax		
Address1		City State		
Address2		Zip Code Country -Please Select-		
		-Produce Select-		
Claimant Contact Details Unit Phone				
Unit Phone MEDDAC 815-495-1543		Email PETER.D.BLACK@US.ARMY.MIL		
MEDIO-10400-104		r E rento abrongo o sentir i mile		
Address1		City State		
5187 BARRACK DRIVE		FORT HOOD TEXAS		
Address2		Zip Code Country		
		81547 INDONESIA 💌		
Please verify your contact details before sub	mitting to the C	Claims office		

You will find the information required to complete this screen on the DD Form 1840/R that was given to you by the carrier upon delivery of your items. You can continue to enter your notice of loss/damage by clicking the next tab from the upper screen or by clicking Go to next page to enter claim items or you can click Save Now and Submit Later. If you click on Go to next page to enter claim items you can add all items that were damaged/missing. Click on Add Item and the Claim Item Details Screen appears:

Item Details Need he	lp?	
Details about the dama	nged/missing item	
Name of Item	Quantity	
Missing/Damaged?	C Missing	
Description of damage		***
Inventory details		
Inventory No.		
Declaration		
Did this item belong to the	C Yes C No	
Was this item acquired or profession/business?	r held for sale or acquired or used in a private	C Yes C No

Put in the required information and click **Save Item**.